



Service Delivery Committee	Thursday, 22 October 2015	Matter for Information
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Title: **Customer Service Charters - Exception Reporting**

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1. Introduction

This report provides information on where promised performance standards within the Customer Service Charters of each service-area have not been met. The Community Service standards are reported within the Community Service Update report on this Committee's agenda.

2. Recommendations

That Members note the performance standards that have not met the set target as reported at paragraph 3 of this report and the reasons why this has been.

3. Information

3.1. The other service-areas whose performance standards which are slightly below the set targets are as follows:-

- **Corporate Resources** - "Respond in full to all Freedom of Information (FOI) requests within the statutory twenty working days."

Whilst all FOI requests were responded to and completed, 92 % were completed within the 20 working day timescale. Emphasis of the importance of this will be cascaded across the Council and the current recruitment drive will provide extra capacity.

- **Corporate Resources** "We will ensure that draft minutes of all Council meetings are published on the Council's website within 15 working days of the meeting"

There were three instances of minutes being published later than the 15 working day deadline. This is/was due to having one sole clerk being responsible for the minute-taking of all standing committees whilst managing additional service-area workloads.

- **Financial Services** -"Ensure that a minimum of 98% of all suppliers and other creditors are paid within 30 days of receipt of the invoice or within the agreed payment terms"

This is currently running at approximately 90%. With the implementation of planned upgraded financial systems in 2016/17, this rate will improve".

- **Financial Services** – “We will ensure that all sundry debtors are raised within 7 days of receipt of requests from departments”

This has been achieved for 99% of all invoice requests to date. In 2015/16, the actual numbers are small and are for various reasons e.g. VAT queries.

- **Financial Services** – “We will ensure that at least two training sessions per year are held on the use of financial systems, budgetary control and procurement”

These have been ad-hoc in 2015/16 but training will be scheduled into 2016/17 once the current recruitment exercise is completed.

- **Revenues & Benefits** - “We will process new claims or changes to entitlement to benefit and discounts accurately. Claims and changes processed will be at least 98% accurate”

For the period 1 April 2015 to 29 February 2016, the accuracy is currently at 92.49%. A target of 98% is challenging but it is important that the service strives to process claims accurately first time. There is a robust quality checking programme which provides feedback to assessors to link errors to actions and solutions to drive improvements in accuracy rates.

- **Revenue & Benefits** - “We will assess new claims and changes in entitlement quickly and ensure that payments due are made without delay.”

- *New claims will be processed on average in 15 working days;*
- *Changes will be processed on average in 8 working days;*
- *For the period 1 April 2015 to 29 February 2016;*
- *New claims have been processed on average in 16.73 days;*
- *Changes have been processed on average in 6.31 days; and*
- *A plan has been implemented to improve processing times for new claims.*

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Implications	
Financial (CR)	The Charters inform the financial planning process and ultimately the setting of the budgets year to year
Legal (AC)	The Council is required to provide as a minimum, services that are a statutory requirement
Risk (AC)	CR1 – Decreasing financial resource. CR2 – Supplier/partner failure.
Equalities (AC)	The Council's services are accessible to all.